

EQUIPMENT SERVICE WRITER

DISTINGUISHING FEATURES

The fundamental reason the Equipment Service Writer exists is to process and review work orders and determine and schedule work requirements in the repair and maintenance of automotive and heavy equipment in the Fleet Management Division of the Municipal Services Department. This classification is non-supervisory. This position reports to the Maintenance Superintendent.

ESSENTIAL FUNCTIONS

Reviews work orders for complete and accurate information and determines work requirements and priorities; ensures work orders are completed in a timely manner with all supporting documentation and complete details on the work order.

Assists in the assignment of work based on the priorities established in the administrative procedures and assists in diagnosing difficult problems; responsible for scheduling and monitoring all work performed by vendors.

Trains less experienced mechanics.

Prepares status reports for Equipment Maintenance Crew Chiefs. Prepares basic reports and time and activity logs.

Maintains the Fleet Operations Production Board and updates hourly to reflect current information in the Fleet Management System.

Maintains quality control on work performed during shift; monitors time standards; brings variances to the attention of the Maintenance Superintendent and makes corrections/updates as directed.

Takes requests for road maintenance and tire services; coordinates dispatching with shift supervisor.

Diagnoses vehicle problems.

Develops the preventative maintenance schedule with verification from the Maintenance Superintendent.

Monitors and orders all fuels and lubricants for the shop and remote locations.

Inspects and operates fuel and lube dispensers.

Records and maintains mechanics emissions certification. Records and maintains vehicle emission records. Calibrates emissions equipment.

Tracks and coordinates accident repairs and warranty work.

Insures printed copy of work orders with a customer comment card attached is placed in unit once repairs are completed before the unit is released to the user. Conducts customer survey follow-ups and reports results to the Maintenance Superintendent and Fleet Director monthly.

Acts as advisor to the City Accident Review Board.

Maintains a comprehensive tire management system.

Monitors the Fleet Operations phones and radios and passes on pertinent information to shift supervisors and/or managers as required.

MINIMUM QUALIFICATIONS

Knowledge of:

The maintenance and repair of heavy equipment, trucks and gasoline, compressed natural gas and diesel powered engines.

Ability to:

Diagnose mechanical trouble, disassemble, check, and replace automotive assemblies; test the operation of repaired equipment; interpret service and repair manuals, diagrams, and charts.

Perform visual and manual dexterity and precision measurements.

Lift and carry heavy objects over 50lbs.

Climb up and down stairs and work in cramped, confined spaces.

Use a personal computer, a variety of computer software, and other equipment essential to performing daily activities, including ability to input information into a computer and generate reports.

Perceive the full color spectrum.

Observe, review and check the work of staff members to ensure conformance to standards.

Orally communicate with users via telephone, radio and in person.

Understand and ensure proper safety techniques.

Prepare and present oral and written reports.

Communicate effectively (orally and in writing) with clearly organized thoughts using proper sentence construction, grammar and punctuation.

Comprehend and makes inferences from written material, verbal and written instructions.

Establish and maintain effective working relationships with co-workers, supervisors, vendors and the general public.

Maintain regular and consistent attendance and punctuality.

Education & Experience:

Any combination of training, education and experience equivalent to five years of journey level automotive and heavy equipment mechanic as well as a minimum of two years experience in providing superior customer service in a fleet operation.

Must have an ASE Mechanic Certification.

A Class B with tanker and air brake endorsement Commercial Driver's License is required.

Valid Arizona Driver's License and no major driving citations in the last 39 months are required for all driving positions.

Possession of a complete set of hand tools to use on the job, if needed.

Special Requirement

Individuals in this classification must possess a valid Arizona Commercial Driver's License (CDL) at the time of hire or promotion date. As a condition of continued employment, an individual of this classification must maintain a valid Arizona Commercial Driver's License (CDL) with appropriate endorsements. Individuals in this classification are subject to random, unannounced drug and alcohol testing to comply with the Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) regulations 49 Code of Federal Regulations (CFR) Part 382. They must have a good working knowledge of the requirements of Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) regulations, relating to CDL license holders in the performance of safety-sensitive functions and the use and/or misuse of alcohol and controlled substances.

FLSA STATUS:

Non-exempt

HR Ordinance Status: Classified